



METROPOLITAN  
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FOR FREEWAYS  
AND EXPRESSWAYS

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## *Memorandum*

TO: Operations Committee

DATE: April 1, 2011

FR: Executive Director

W.I.: 1231

RE: Funding Agreements - Call Box Call Answering, Administration and Dispatch Services: California Highway Patrol

The California Highway Patrol (CHP) provides call answering and administrative services for the call box program by answering calls transferred from the private call answer center (CAC) in San Francisco. Approximately 30 percent of call box calls answered by the CAC are transferred to the CHP for their follow-up. Between 6AM and midnight, the calls transferred to CHP are handled by Retired Annuitant (RATs) dispatchers, assigned to handle only call box calls. Having this staff dedicated to the call box program has allowed MTC SAFE to provide a high level of service to motorists using the call box system.

There are two separate agreements with the CHP – one for the services of RATs to provide call answering services and another for administrative and support services provided by CHP staff for the call box program. These multi-year agreements will cover FY 2012 through FY 2014. The not-to-exceed amounts per agreement per year are:

Agreement	FY 2012	FY 2013	FY 2014	Funding Totals
CHP RATs	\$165,000	\$170,000	\$175,000	<b>\$510,000</b>
CHP Admin	\$46,000	\$48,000	\$50,000	<b>\$144,000</b>

These amounts will be reviewed during the last three months of each fiscal year and adjusted based on actual expenditures. If adjustments are required, they will be included in staff's MTC SAFE budget proposal for the following fiscal year.

Staff recommends that this Committee authorize the Executive Director or his designee to negotiate and enter into these funding agreements with the California Highway Patrol, as described herein, subject to approval of the respective annual SAFE budgets.

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Steve Heminger

SH: sp

## REQUEST FOR COMMITTEE APPROVAL

### Summary of Proposed Funding Agreement

Work Item No.: 6031

Cooperative Agreement: California Highway Patrol (CHP), Sacramento, CA

Work Project Title: CHP Call Box Call Answering Services (Administration)

Purpose of Project: Provide call box call answering administrative and support services for FY 2012 through FY 2014

Brief Scope of Work: CHP to provide administration, supervision and dispatching services for the call box program.

Project Cost Not to Exceed: \$46,000 for FY 2012  
\$48,000 for FY 2013  
\$50,000 for FY 2014

Funding Source: SAFE

Fiscal Impact: Subject to inclusion in each annual SAFE budget.

Motion by Committee: That the Executive Director or his designee is authorized to negotiate and enter into a Funding Agreement with the CHP to provide administration and support services and the Chief Financial Officer is authorized to set aside funds for such Funding Agreement in the amounts specified, subject to annual agency budget approval.

Operations Committee:

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Jake Mackenzie, Chair

Approved:

Date: April 8, 2011

## REQUEST FOR COMMITTEE APPROVAL

### Summary of Proposed Funding Agreement

Work Item No.: 6031

Cooperative Agreement: California Highway Patrol (CHP), Sacramento, CA

Work Project Title: CHP Call Box Call Answering Services (Retired Annuitants)

Purpose of Project: Provide call box call answering services for FY 2012 through FY 2014

Brief Scope of Work: CHP to provide retired annuitants (RATTS) to dispatch assistance for certain motorist aid call box calls

Project Cost Not to Exceed: \$165,000 for FY 2012  
\$170,000 for FY 2013  
\$175,000 for FY 2014

Funding Source: SAFE

Fiscal Impact: Subject to inclusion in each annual SAFE budget.

Motion by Committee: That the Executive Director or his designee is authorized to negotiate and enter into a Funding Agreement with the CHP to provide dispatching services through the services of retired annuitants and the Chief Financial Officer is authorized to set aside funds for such Funding Agreement in the amounts specified, subject to annual agency budget approval.

Operations Committee:

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Jake Mackenzie, Chair

Approved:

Date: April 8, 2011